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| --- | --- |
| SECTION-A | Prepare and submit a **3 – 4 page** paper discussing Scenario 6: The Technical Professional |
|   | ( Key concepts: stay calm, be extremely understanding, offer alternatives. ) |
| SECTION-B: | Skills for the A+ Exam, page 49 - Discuss the reason for the correct response. How do these responses relate and impact IT? |
| SECTION-C: | Prepare and submit a 3 – 4 page paper discussing Scenario 7: The Business Professional |
|   |  (Key concepts: “Tech Superiority Syndrome.) |
| SECTION-D: | Skills for the A+ Exam, page 51 - Discuss the reason for the correct response. How do these responses relate and impact IT? |

**ASSIGNMENT ON CHAPTER 2-3**

**SECTION A & SECTION C = 3+3= 6 PAGES**

**SECTION B & SECTION D = 1 OR 2 PAGES**

**FLOW ON THE CONTENT SHOULD BE SECTION A FOLLOWED BY B, C & D**